

# JOB DESCRIPTION

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## Action on Poverty in Vietnam

### Operations Assistant

<b>Effective date:</b>	May 2022
<b>Contract type:</b>	Full-time, definite-term contract (renewable)
<b>Work location:</b>	Hanoi office with occasional travels to project areas/offices
<b>Reports to:</b>	Head of Operations

### 1. Work Context

Action on Poverty (AOP), previously known as the Australian Foundation for the Peoples of Asia and the Pacific (AFAP), is an independent, secular, fully-accredited Australian non-profit organisation. AOP empowers local changemakers to break the cycle of entrenched poverty in some of the poorest communities in Africa, Asia and the Pacific. From teaching an Ethiopian family to grow their own food to sending Cambodian girls to school, we target communities with their own vision for change, and help them make the largest impact possible.

We have worked in Vietnam since 1989 and proudly registered as the first Australian NGO in the country in 1996. Our programs focus on health improvement, income generation, good governance, social monitoring, food security and climate resilience enhancement. By partnering with a broad range of stakeholders, including governmental authorities, CSOs and local communities, AOP has supported thousands of vulnerable and disadvantaged people living across 20 provinces in Vietnam.

### 2. Job Purpose

The purpose of this position is to facilitate effective operations of AOP's Representative Office in Vietnam and its programs.

The position will report to the Head of Operations, work closely with the HR and Operations team at offices to provide multi-faceted HR and operations support to the offices and its staff including office management, immigration procedures, system development, procurement and contracts management.

### 3. Authority

The incumbent is expected to work closely with other team members and provide support to other staff, with approval from supervisors/managers, to ensure activities are implemented effectively and to a high standard.

## 4. Key Work Relationships

Internal	External
<ul style="list-style-type: none"><li>▪ Hanoi-based HR and Operations team</li><li>▪ AOP staff and personnel</li></ul>	<ul style="list-style-type: none"><li>▪ Service suppliers and contractors</li><li>▪ Governmental officials</li><li>▪ AOP's partners and international staff</li></ul>

## 5. Main Areas of Responsibility

Key Responsibilities	Specific Tasks
<b>1. Facilitate office administration and management</b>	<ul style="list-style-type: none"><li>▪ Provide support to Operations team to ensure office systems run smoothly and adhere to AOP policies, including but not limited to day-to-day office operations system, cloud-based filing and collaboration systems, libraries, calendars, videoconferencing system;</li><li>▪ Actively seek and propose adoption of new and suitable IT solutions and relevant tools, application and software that improves operations and collaboration system, promotes productivity and minimise workload/manual work for all staff;</li><li>▪ Support Operations team to organise and prepare logistical arrangements for office events, workshops, trainings or meetings, field trips;</li><li>▪ Other departments receive timely, efficient and appropriate support to work effectively.</li></ul>
<b>2. Coordinate immigration procedures for expatriate staff</b>	<ul style="list-style-type: none"><li>▪ Support to update expatriates immigration database; provide assistance and regular updates on immigration procedures;</li><li>▪ Support the application of Vietnam work permit and visa/residence cards for expatriate staff in a proper and timely manner by:<ul style="list-style-type: none"><li>○ Participating in the application dossier preparation;</li><li>○ Providing assistance to expatriate staff on required paperwork, including but not limited to authentication, legalisation, translation, notarisation, certification of documents, applications for police check and/or health check certificates;</li><li>○ Promptly alerting management on arisen or potential issues or urgent cases.</li></ul></li></ul>
<b>3. Support and facilitate HR &amp; Internal Communication activities</b>	<ul style="list-style-type: none"><li>▪ Support the recruitment and selection process, including but not limited to job posting and organising interviews and tests;</li><li>▪ Support to socialise new staff to AOP's vision, mission, strategy, values, practices and norms;</li><li>▪ Facilitate the leave and timesheet management;</li><li>▪ Plan and organize internal events and Trade Union activities;</li></ul>

**4. Handle procurement and contract management**

- Support required procurement for the office, program and projects as requested;
- Ensure procurement are aligned with AOP policies and procedures; contracts are valid and in line with legal framework and AOP's requirements;
- Ensure goods/services are provided in satisfactory requirements and in a timely manner;

**5. Others**

- Provide appropriate support to Sydney team to promote collaboration between the two offices;
- Provide English/Vietnamese translation and interpretation as required;
- Actively participating in internal and external meetings, ie. by taking minutes, or preparing and delivering presentations;
- Other tasks as assigned by the Head of Operations and/or Country Director.

## 6. Required Qualifications

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**Education**

- Relevant Degree and/or equivalent professional qualification, preferably in business administration, human resources, social sciences or other relevant disciplines e.g. psychology, international relations;

**Work experience**

- At least 01 years of experience in relevant positions;
- Practical work experience with INGOs is preferable;
- Work experience in handling expatriate immigration procedures is an advantage.

**Technical knowledge and skills**

- Office administration and secretarial support skills;
  - Knowledge and understanding of international organisation's operations and human resource policies and procedures;
  - Time and workload management skills;
  - Excellent communication skills;
  - Advanced translation and interpretation skills;
  - Advanced business writing skills;
  - Experience in procurement activities, liaising with suppliers and contractors, facilitating and managing contracts;
  - Ability and skills to utilise office applications (Microsoft Word, Excel, PowerPoint, OneNote, Teams, PDF editor) and cloud-based solutions (Office 365 environment);
  - Quick sense and skills in adopting IT solutions to handle administrative and HR procedures;
  - Familiarity with AOP's thematic areas of work is an asset;
  - Commitment to AOP's vision, mission, values and goals.
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<b>Languages</b>	<ul style="list-style-type: none"> <li>▪ <b>Proficiency in English and Vietnamese, both spoken and written.</b></li> </ul>
<b>Attitude</b>	<ul style="list-style-type: none"> <li>▪ Detail-oriented</li> <li>▪ Diligent, proactive and independent</li> <li>▪ Friendly and supportive</li> </ul>
<b>Adherence to</b>	<ul style="list-style-type: none"> <li>▪ Poverty and injustice eradication</li> <li>▪ Gender equality</li> <li>▪ Child protection</li> </ul>

## 7. HOW TO APPLY

Interested candidates are invited to submit their CV and cover letter in English with the subject line of “**Operations Assistant Application – Your name**” to [recruitment@actiononpoverty.org.vn](mailto:recruitment@actiononpoverty.org.vn) by/before **20/06/2022**. While we appreciate all responses, only shortlisted candidates will be contacted.

AOP in Vietnam is an equal opportunity employer and a child-safe organization. AOP does not discriminate on grounds of ethnic origin, race, religious beliefs, age, disability, gender or sexual orientation. All employees, volunteers and interns are required to comply with AOP Policies. The successful candidate will be subject to reference checks, a police check, and a working with children check.